

Workplace Alaska

Class Specification Ferry Reservations Agent

Created: 05/01/2006 by kamurry	AKPAY Code: P2142	Class Code:	PD0631
Finalized on:	Class Outline Cat: A	Class Range:	13
	Approved by:	Class Status:	Active
Category: Administrative	Class Title: Ferry Reservations Agent		
Original Date: 05/01/2006	Use MJR Form: Standard		

Original Comments:

Interim class established in Ferry Services Manager Study.

Subsequent Revision Dates/Comments:

09/25/2008 - Workplace AK spec revision: Added Census Job Code and AKPAY Code fields; Replaced Category field with Class Outline Category; Updated EEO4, SOC, and Class Code fields; Removed DOT field.

Last Update:	EEO4: F	SOC: 43-4181	Census: 06
---------------------	----------------	---------------------	-------------------

Last Update Comments:**Definition:**

The Ferry Reservations Agent serves as the tour group coordinator for the Alaska Marine Highway System (AMHS) reservations section. The position in this class works with tour companies and groups to coordinate travel on AMHS vessels and routes, tracks tour groups on vessels, and determines and arranges alternative travel accommodations to respond to changes in itineraries caused by vessel schedule changes or other circumstances.

Distinguishing Characteristics:

This single-position interim job class is established for PCN 253231 until a classification study of the Alaska Marine Highway System's reservations section is conducted. Should the position be reallocated to another job class prior to the completion of the classification study, this class shall be abolished concurrent with the reallocation. This class is not to be used for classification comparisons, internal alignment, or other system benchmarking analyses.

Examples of Duties:

Work with travel agents and wholesalers to identify desired travel dates, routes, and space. Propose alternatives or changes to increase group usage without negatively impacting other users including commercial and individual bookings.

Block and protect reservations prior to travel season. Evaluate specific needs of tour groups and the ability of the AMHS to meet those needs. Draft and send notification of commitment.

Maintain contact with tour group representatives prior to, during, and after scheduled travel to modify schedules as required, receive and post payments, create and update passenger rosters, and process any required refunds and refund penalties.

Knowledge, Skills and Abilities:

Working knowledge of AMHS ports of call, available transportation, visitor attractions, hotel accommodations, tours and recreation.

Working knowledge of state and federal travel regulations and required documentation.

Working knowledge of the AMHS reservations system, vessel departure and arrival times, fares, and vessel accommodations and services.

Some knowledge of travel and tourism, marketing, and sales.

Skill in computer use including accessing data from various internal databases and the internet, gathering facts and entering data.

Ability to interpret regulations and policies, determine their applicability in different and changing circumstances, and explain their application to individuals and groups.

Ability to work effectively and tactfully with business representatives and the general public, evaluate and recommend options, and maintain awareness of the status of multiple tour groups and vessels.

Minimum Qualifications:

High School diploma or GED

AND

One year of experience assisting travelers in making travel plans and reservations and providing travelers with useful travel information.

Required Job Qualifications:

(The special note is to be used to explain any additional information an applicant might need in order to understand or answer questions about the minimum qualifications.)

Special Note:

Minimum Qualification Questions:

Do you have a High School diploma or GED?

AND

Do you have one year of experience assisting travelers in making travel plans and reservations and providing travelers with useful travel information?